

HAMADA, SN 09/801,845
17 January 2006 Supplemental Amendment
Reply to 17 November 2005 Interview Summary

500.39831X00 | E5837-01EJ
Page 2

IN THE CLAIMS:

BEST AVAILABLE COPY

1. - 14. (Canceled)

15. (New) A support system to allow a consumer to obtain an offer of a plurality of selectable termed commercial maintenance contracts for elevator maintenance, comprising:

a load prediction database storing load-values of previously known elevator sites, the load-values being stored in relation to values of a plurality of predetermined site-characteristics known to affect load-values;

a maintenance contract database storing terms of maintenance contracts, ones of the terms being stored in relation to predetermined-load-values;

a consumer input unit to poll a consumer to input site-values of at least a sub-plurality of the predetermined site-characteristics, pertaining to a consumer elevator site for which the offer of the plurality of selectable termed commercial maintenance contracts for elevator maintenance is desired;

a load predicting-unit to utilize inputted site-values and the load prediction database, to automatically predict a site-load-value of the consumer elevator site;

a maintenance plan setup-unit to utilize the predicted site-load-value and the maintenance contract database to automatically assemble the plurality of termed commercial maintenance contractual plans, with each termed commercial maintenance contractual plan having a different total failure occurrence probability;
and

BEST AVAILABLE COPY

HAMADA, SN 09/801,845
17 January 2006 Supplemental Amendment
Reply to 17 November 2005 Interview Summary

500.39831X00 | E5837-01EJ
Page 3

a maintenance plan selecting-unit to allow the consumer to select a desired
termed commercial maintenance contractual plan from said plurality of termed
commercial maintenance contractual plans.

16. (New) A support system as claimed in claim 15, comprising:

a maintenance plan adjusting-unit to allow the consumer to adjust a desired
termed commercial maintenance contractual plan from said plurality of termed
commercial maintenance contractual plans.

17. (New) A support system as claimed in claim 15, wherein the load
predicting-unit predicts the site-load-value of the consumer elevator site, by utilizing
a load-value of at least one of the previously known elevator sites having values of
the plurality of predetermined site-characteristics which most closely match the
inputted site-values of the consumer elevator site.

18. (New) A support system as claimed in claim 15, wherein the plurality of
predetermined site-characteristics known to affect load-values, include at least one
site-characteristic selected from a list of: a site geographical-location; an area-size of
the site; a number of floors of the site; a number of users of the site; and, a use-type
of the site; and at least one elevator-characteristic selected from a list of: a designed
elevator-capacity of the site; an elevator running speed of the site; a number of
installed elevators at the site; and, hours of operation of elevators of the site.

BEST AVAILABLE COPY

HAMADA, SN 09/801,845
17 January 2006 Supplemental Amendment
Reply to 17 November 2005 Interview Summary

500.39831X00 | E5837-01EJ
Page 4

19. (New) A support system as claimed in claim 15, wherein the predicted site-load-value from the load predicting-unit, includes at least two elevator-load-values selected from a list of: a monthly running time load value; a monthly running distance load value; and, a monthly door open/close times load value.

20. (New) A support system as claimed in claim 15, wherein a termed commercial maintenance contractual plan includes terms regarding at least one of: component parts replacement intervals; check-up intervals; and, clean-up intervals for the consumer elevator site.

21. (New) A support system to allow a consumer to obtain an offer of a plurality of selectable termed commercial maintenance contracts for elevator maintenance, comprising:

a load prediction database storing load-values of previously known elevator sites, the load-values being stored in relation to values of a plurality of predetermined site-characteristics known to affect load-values;

a maintenance contract database storing terms of maintenance contracts, ones of the terms being stored in relation to predetermined-load-values;

a consumer input unit to poll a consumer to input site-values of at least a sub-plurality of the predetermined site-characteristics, pertaining to a consumer elevator site for which the offer of the plurality of selectable termed commercial maintenance contracts for elevator maintenance is desired;

a load predicting means to utilize inputted site-values and the load prediction database, for automatically predicting a site-load-value of the consumer elevator site;

BEST AVAILABLE COPY

HAMADA, SN 09/801,845
17 January 2006 Supplemental Amendment
Reply to 17 November 2005 Interview Summary

500.39831X00 | E5837-01EJ
Page 5

a maintenance plan setup means to utilize the predicted site-load-value and the maintenance contract database, for automatically assembling the plurality of termed commercial maintenance contractual plans, with each termed commercial maintenance contractual plan having a different total failure occurrence probability; and

a maintenance plan selecting-unit to allow the consumer to select a desired termed commercial maintenance contractual plan from said plurality of termed commercial maintenance contractual plans.

22. (New) A support system as claimed in claim 21, comprising:

a maintenance plan adjusting-unit to allow the consumer to adjust a desired termed commercial maintenance contractual plan from said plurality of termed commercial maintenance contractual plans.

23. (New) A support system as claimed in claim 21, wherein the load predicting means is for predicting the site-load-value of the consumer elevator site, by utilizing a load-value of at least one of the previously known elevator sites having values of the plurality of predetermined site-characteristics which most closely match the inputted site-values of the consumer elevator site.

24. (New) A support system as claimed in claim 21, wherein the plurality of predetermined site-characteristics known to affect load-values, include at least one site-characteristic selected from a list of: a site geographical-location; an area-size of the site; a number of floors of the site; a number of users of the site; and, a use-type

BEST AVAILABLE COPY

HAMADA, SN 09/801,845
17 January 2006 Supplemental Amendment
Reply to 17 November 2005 Interview Summary

500.39831X00 | E5837-01EJ
Page 6

of the site; and at least one elevator-characteristic selected from a list of: a designed elevator-capacity of the site; an elevator running speed of the site; a number of installed elevators at the site; and, hours of operation of elevators of the site.

25. (New) A support system as claimed in claim 21, wherein the predicted site-load-value from the load predicting-unit, includes at least two elevator-load-values selected from a list of: a monthly running time load value; a monthly running distance load value; and, a monthly door open/close times load value.

26. (New) A support system as claimed in claim 21, wherein a termed commercial maintenance contractual plan includes terms regarding at least one of: component parts replacement intervals; check-up intervals; and, clean-up intervals for the consumer elevator site.

27. (New) One or more machine-readable medium containing a support system to allow a consumer to obtain an offer of a plurality of selectable termed commercial maintenance contracts for elevator maintenance, the medium containing a load prediction database, a maintenance contract database, and at least one sequence of instructions that, when executed, causes a machine to effect:

a consumer input unit to poll a consumer to input site-values of at least a sub-plurality of the predetermined site-characteristics, pertaining to a consumer elevator site for which the offer of the plurality of selectable termed commercial maintenance contracts for elevator maintenance is desired;

BEST AVAILABLE COPY

HAMADA, SN 09/801,845
17 January 2006 Supplemental Amendment
Reply to 17 November 2005 Interview Summary

500.39831X00 | E5837-01EJ
Page 7

a load predicting-unit to utilize inputted site-values and the load prediction database, to automatically predict a site-load-value of the consumer elevator site;

a maintenance plan setup-unit to utilize the predicted site-load-value and the maintenance contract database to automatically assemble the plurality of termed commercial maintenance contractual plans, with each termed commercial maintenance contractual plan having a different total failure occurrence probability; and

a maintenance plan selecting-unit to allow the consumer to select a desired termed commercial maintenance contractual plan from said plurality of termed commercial maintenance contractual plans,

wherein the load prediction database storing load-values of previously known elevator sites, the load-values being stored in relation to values of a plurality of predetermined site-characteristics known to affect load-values; and

wherein the maintenance contract database storing terms of maintenance contracts, ones of the terms being stored in relation to predetermined-load-values;

28. (New) The medium as claimed in claim 27, comprising the at least one sequence of instructions that, when executed, causes the machine to effect:

a maintenance plan adjusting-unit to allow the consumer to adjust a desired termed commercial maintenance contractual plan from said plurality of termed commercial maintenance contractual plans.

29. (New) The medium as claimed in claim 27, wherein the load predicting-unit predicts the site-load-value of the consumer elevator site, by utilizing

BEST AVAILABLE COPY

HAMADA, SN 09/801,845
17 January 2006 Supplemental Amendment
Reply to 17 November 2005 Interview Summary

500.39831X00 | E5837-01EJ
Page 8

a load-value of at least one of the previously known elevator sites having values of the plurality of predetermined site-characteristics which most closely match the inputted site-values of the consumer elevator site.

30. (New) The medium as claimed in claim 27, wherein the plurality of predetermined site-characteristics known to affect load-values, include at least one site-characteristic selected from a list of: a site geographical-location; an area-size of the site; a number of floors of the site; a number of users of the site; and, a use-type of the site; and at least one elevator-characteristic selected from a list of: a designed elevator-capacity of the site; an elevator running speed of the site; a number of installed elevators at the site; and, hours of operation of elevators of the site.

31. (New) The medium as claimed in claim 27, wherein the predicted site-load-value from the load predicting-unit, includes at least two elevator-load-values selected from a list of: a monthly running time load value; a monthly running distance load value; and, a monthly door open/close times load value.

32. (New) The medium as claimed in claim 27, wherein a termed commercial maintenance contractual plan includes terms regarding at least one of: component parts replacement intervals; check-up intervals; and, clean-up intervals for the consumer elevator site.

33. (New) The medium as claimed in claim 27, wherein the machine is a server using the Internet to provide the support system to allow the consumer to

HAMADA, SN 09/801,845
17 January 2006 Supplemental Amendment
Reply to 17 November 2005 Interview Summary

500.39831X00 | E5837-01EJ
Page 9

obtain an offer of the plurality of selectable termed commercial maintenance
contracts for elevator maintenance, via the internet.

BEST AVAILABLE COPY